APPENDIX D

Sample SOP

Sample SOP

DEPARTMENT OF THE ARMY
Headquarters, XXth XXXXXX
Directorate of Logistics
Fort XXXXXXXX, XXXXXX XXXXX-XXXX

XXXX-XXX-XXX   (date)

SOP FOR
AFMIS-INSTALLATION FOOD ADVISOR SUBSYSTEM

SECTION 1. INTRODUCTION

1-1 Purpose. To outline policies and procedures to assist the food advisor in operating the IFA
Subsystem.

1-2 Scope. The policies and procedures in this SOP are in addition to those contained in the IFA
End User Manual. The proponency for this SOP is the………………..
_____.

1-3 Definitions.

      a.   Army Food Management Information System (AFMIS): Software developed by the
US Army Combined Arms Support Command (CASCOM), Fort Lee, VA, to provide an
automated Class I and food management system.

      b.   TISA: The Class I Troop Issue Subsistence Activity. Authorized users of this
subsystem are:

(List TISA users)

     c.   IFA: The Installation Food Advisor Activity. Authorized users of this subsystem are:

(List IFA users)

1

Figure D-5. Sample SOP (Page 1 of 5).

1-3 Definitions (continued).

      d.   DFO: The Dining Facility Operations Activity. Authorized users of this subsystem are:

(List DFO users)

      e.   System Administrator (SA): The individual at the installation designated to be a single point of contact for all problems/changes in the AFMIS System (software or hardware). The SA for AFMIS is _____.

SECTION 2. PROBLEMS IN AFMIS

2-1 Problem Reports. This section explains the correct procedures for reporting problems. A hardware or software failure which stops the system from functioning, or a specific process from functioning, is handled as follows:

      a.   The SA will phone in the problem to the Fort Lee Customer Assistance Office, DSN 687-1051.

      b.   The SA will follow up the problem by submitting a DA Form 5005-R (Engineering Change Proposal-Software) to the MACOM.

2-2 Engineering Change Proposal-Software (ECP-S). This document is routinely used to suggest enhancements for the system. Submit the ECP-S (DA Form 5005-R) through your SA. Prepare a separate DA Form 5005-R for each problem or recommendation. The routing address for all ECP-S requests is the MACOM. See appendix F of this manual.

SECTION 3. SYSTEM ADMINISTRATOR RESPONSIBILITIES

3-1 General. This section outlines the responsibilities of the system administrator.

3-2 Policies and Procedures. Once the installation is in live production, the SA becomes the point of contact. The users contact the SA for assistance, guidance, and resolution of processing and equipment problems. The following policies and procedures should be established:

2

Figure D-5. Sample SOP (Page 2 of 5).

3-2 Policies and Procedures (continued).

a.   Create an AFMIS log book to record all calls for assistance and to categorize the nature of problems reported. The SA should also record the action taken, whether or not the solution or assistance worked, or if the problem had to be referred to the Customer Assistance Office for resolution.

b.   Establish procedures to assign user IDs and passwords. This should include a periodic change of passwords to prevent unauthorized access to the system. Give users guidelines concerning system access and unauthorized use of passwords.

c.   Coordinate and run End of Day and End of Month Batch processes. Give users a time schedule for these processes.

(1)   End of Day Batch Process: This process will be run Monday thru Friday between the hours of _____ and _____. Users must log off the system before you run this process.

(2)   Run Times: Coordinate run times with all AFMIS users. A delay in the run time may be required on Mondays and the day after a holiday due to heavier workloads.

(3)   End of Month Batch Process: Coordinate a run time for this process with TISA. The End of Day Batch process must be completed first, and all monthly TISA accounts closed before you run the End of Month Batch process.

(4)   Print Requests: Route End of Day and Month print requests to TISA for filing.

d.   File Backup Procedures. AFMIS data files must be backed up regularly. The backups are used to restore lost or damaged files.

(1)   Daily file backups are performed as a part of the End of Day Batch processing.

3

Figure D-5. Sample SOP (Page 3 of 5).

3-2 Policies and Procedures (continued).

     (2)   Monthly file backups require approximately two tapes. Maintain the tapes on file until you complete the next backup.

     (3)   Set up a tape library for TISA files purged on a monthly or quarterly basis. Contact TISA before you begin any file purges.

SECTION 4. IFA PROCESSING SCHEDULE

4-1 General. The food advisor is responsible for setting up an IFA processing schedule. The following information can help you set up a schedule for your office.

4-2 Sample Processing Schedule.

    a.   Run the Dining Facility Account Status Inquiry subfunction to monitor your dining facility accounts. You can run this subfunction at any time.

    b.   Run the Inventory Value/Value Objective Inquiry subfunction to monitor the dining facility inventory dollar values. You can run this subfunction at any time.

    c.   Run the processes in the DFO Inquiry subfunction to review and print reports from actual DFO files.

    d.   Run the Files Maintenance function to maintain your installation master menu, recipe files, and cash meal payment costs.

     (1)   Update the master menu files based on the results of your installation menu board meeting. Send master menus to the dining facility as required.

     (2)   Update the recipe ingredient file based on changes made in the MIF.

4

Figure D-5. Sample SOP (Page 4 of 5).

4-2 Sample Processing Schedule (continued).

(3)   Run the Recipe Costing subfunction after the weekly catalog is downloaded at the TISA. This subfunction updates recipe costs based on the new ingredient prices. Contact TISA before you run this process.

(4)   Changes to the recipes are sent to dining facility files during the End of Day Batch process.

(5)   Run the Cash Meal Cost Update subfunction once a year to update cash meal payment costs, surcharges, and account classifications. Use the message you receive from the Department of the Army. Changes become effective on the 1st of January every year.

e.   Use the Equipment Replacement function to monitor and maintain installation dining facility equipment records. At a minimum, these files should be reviewed semi-annually.

f.   Use the Dining Facility Participation Rate Inquiry subfunction on a quarterly basis to determine diner utilization rates. This information should be given to the installation commander for use in determining what dining facilities should be consolidated.

5

Figure D-5. Sample SOP (Page 5 of 5).